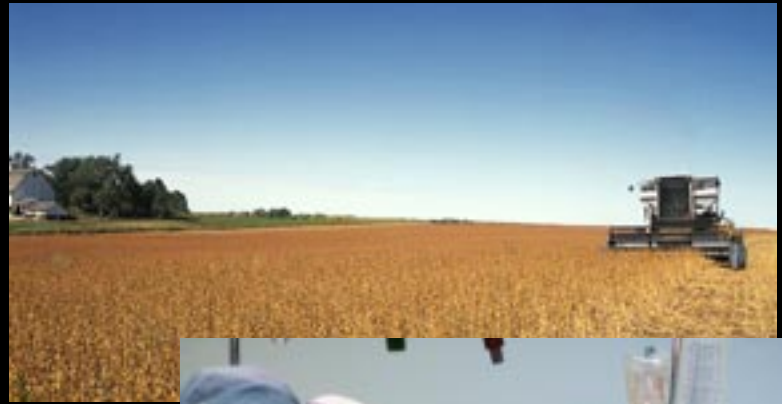


Department of  
Workforce Development



# Strategic Plan 2001



Successfully  
Working Together



## A Message from the Secretary:

The services and programs of the Department of Workforce Development touch the lives of all Wisconsin citizens. We are here to assist Wisconsin – business, workers and families - to achieve maximum workforce potential and to share in a healthy Wisconsin economy.

We help workers find jobs and employers find workers. But it is more than that. We partner with the education, technical college and university systems to develop quality workers with essential skills for employers. We focus on helping workers to find quality self-sustaining employment. We connect families to the supports they need to participate in the workforce. We help employers to utilize the skills offered by people with disabilities and workers with disabilities to achieve their highest potential.

We support workers who are experiencing temporary disruptions in their employment due to injury or layoff. We help employers to comply with Wisconsin labor laws and assist workers who may have been impacted by violations of those labor laws.

We are a staff of dedicated, diverse and skilled people who are pleased to work for you.

In the development of this strategic plan, we have included input from our individual customers, from advocacy groups and from the business community.

We proudly invite you to read the Department of Workforce Development Strategic Plan. Our plan reflects our most significant goals: to solve the Wisconsin labor shortage, to move Wisconsin Works to the next level and to increase the employment of persons with disabilities. In addition it reflects my priorities that we become a performance based agency accountable to our customers and taxpayers and that we bring additional federal and alternative resources to Wisconsin to ensure that we meet the needs of our citizens.

You depend on the services we provide and you deserve the best that we can offer.



# The Department of Workforce Development's Mission, Vision and Strategic Values:

## **Our Mission**

Our mission is to provide a system of employment-focused programs and services that enable individuals and employers to fully participate in Wisconsin's economy.

## **Our Vision**

- Wisconsin has the workforce it needs
  - ◆ A qualified worker for every job.
  - ◆ A quality job for every worker.
- Workforce Solutions for Wisconsin result in full employment, and include accommodations for people with disabilities, training, improved job safety, equality, and work and economic support services.
- Workforce development services are easily accessible to all Wisconsin citizens.

## Strategic Values

The department exists to meet our customers' needs with the highest quality of service and value to the taxpayer.

- We treat our customers with respect, as if they could obtain the same service elsewhere.
- We operate our programs for the service and convenience of our customers.
- We are a reasonable, informed, objective regulator that builds responsive programs.
- We ask our customers how we can serve them better and respond affirmatively whenever we possibly can.
- We are mindful that taxpayers are our customers, and we keep costs low.

The department values its employees and prepares for its future workforce through diversity in its staffing and development of its employees to their fullest potential.

- We embrace diversity in our staff and value the contributions that it brings to our work.
- We prepare for our future workforce through long range planning and aggressive recruitment.
- We ask employees to participate in decisions, solve problems and reach for opportunities to achieve our goals.
- We provide training and growth opportunities for all employees to assure they can make the greatest possible contribution and have work that is always meaningful.
- We work in a spirit of mutual trust and respect with positive labor-management relationships.

The department uses strategic partnerships with other state agencies, education systems, private organizations, labor, employers and advocacy groups to enhance our ability to meet our goals.

The program and management systems used by the department are contemporary, effective, integrated, and efficient.

- We are continuously improving our programs and management systems.
- We update our laws and codes to reflect new, more effective ways of serving our customers.

## Goal One

**Wisconsin meets the the worker shortage challenge with qualified workers for jobs and jobs for workers that are fulfilling and self-sustaining.**

### Strategies

- ⟨ DWD Labor Market Information is coordinated with other economic sources to get a solid analysis of the needs of employers, the growth occupations and the economic trends in the State.
- ⟨ DWD partners with other agencies to retain college graduates, to recruit foreign workers and to recruit workers from other states and the military.
- ⟨ DWD, in partnership with Workforce Development Boards and the State's education systems, provides a trained workforce, ensuring that workers have access to and participate in training, retraining and skill development opportunities that will lead to successful employment and advancement in employment.
- ⟨ DWD collaborates with the Department of Commerce, Forward Wisconsin and others to recruit quality industry and workers to the State of Wisconsin.
- ⟨ DWD works in cooperation with other organizations to create and maintain a state of the art website on which all jobs in Wisconsin are listed





**Wisconsin individuals and families receive the supports they need to enable individuals to fully participate in the workforce.**

## Goal Two

### Strategies

- ⟨ DWD moves the W-2 program to the next level as a program of work supports for individuals to assist them to enter, remain and advance in the workforce.
- ⟨ DWD partners with other state agencies and private agencies to ensure that the full range of work, health and other support services needed are available to individuals and families.
- ⟨ DWD sets performance standards in state contracts for subcontracting agencies that ensure that the full range of support services needed are available to individuals and families.



## Goal Three

**A greater percentage of people with disabilities participate in the workforce in jobs utilizing their potential.**

### Strategies

- ⟨ DWD leads a comprehensive campaign to increase the employment opportunities for persons with disabilities through the combined efforts of state government, support agencies, education systems and employers.
- ⟨ DWD improves accessibility to the full range of its services to persons with disabilities.
- ⟨ DWD assists employers in utilizing the skills of persons with disabilities through technology assistance.



## Goal Four

**The workplace in Wisconsin is positive for employers and workers.**

### Strategies

- ⟨ DWD provides education to employers to support them in complying with laws and regulations enforced by the agency in worker's compensation, unemployment insurance, civil rights and labor standards, apprenticeship standards and migrant work and housing.
- ⟨ DWD provides information and assistance to employers to improve workplace safety and to make workplaces accessible.
- ⟨ DWD provides information about workplace laws, regulations and rights to youth and adults to develop them as positive members of the workplace.

## DWD becomes a model workplace

## Goal Five

### Strategies

- ⟨ DWD implements a workforce planning effort that ensures sufficient staff to continue quality customer service through effective recruitment and retention strategies.
- ⟨ DWS invests heavily in the training, mentoring, education, and experience of its employees to build skills for upward progression and to maximize the value that they add to customer services.
- ⟨ DWD strives to be a leader in supporting and providing a safe and positive working environment for its employees.
- ⟨ DWD uses contemporary methods of work and uses contemporary workplace policies to attract and retain workers.



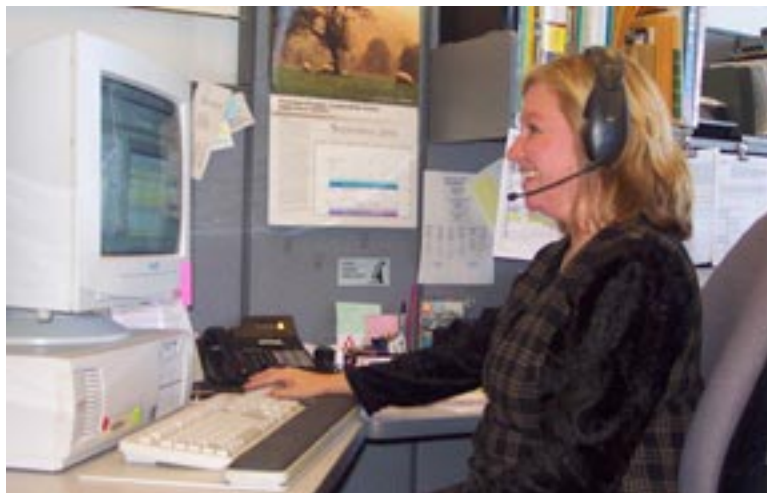


## Goal Six

**DWD provides services/programs through the most contemporary, convenient, efficient and customer-friendly methods feasible.**

### Strategies

- 〈 DWD develops and provides electronic forms of access to services and programs using approaches that best meet our customers' needs.
- 〈 DWD reengineers its business processes through internal and external partnerships to ensure effective customer service and convenience.
- 〈 DWD proactively seeks changes to legislation/rules that enable programs and services to be more contemporary, efficient and customer-friendly with improved outcomes.
- 〈 DWD makes access to all workplace services and programs customer friendly.



## DWD becomes a performance-based agency through strong management and internal operating systems.

### Goal Seven

#### Strategies

- ⟨ DWD implements and maintains a comprehensive management system of strategic planning; performance measures, customer research, process reengineering, and internal communication.
- ⟨ DWD seeks alternative methods to meet customer needs which exceed our current resources through a grant development program targeted to unmet needs.
- ⟨ DWD redesigns its accounting and financial systems to ensure the highest quality of financial management and responsibility.
- ⟨ DWD enforces accountability from its subcontracting agencies in program performance and in meeting high standards of financial management.
- ⟨ DWD provides citizens, legislators, partners, media and the public with timely, accurate information about the department and its programs.



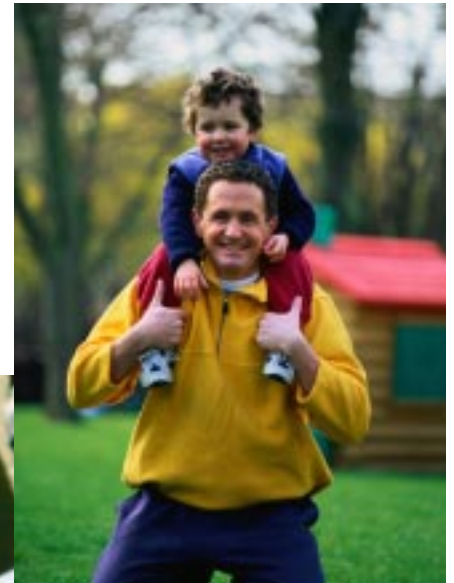
# Department of Workforce Development

## Major Areas of Responsibility

### Equal Rights

This division protects the rights of all people in Wisconsin under the civil rights and labor standards laws, and seeks to achieve compliance through education and outreach.

- < Employer education programs
- < Civil rights complaints investigation/hearings/resolution in employment and housing
- < Family and Medical Leave Act enforcement
- < ADA enforcement
- < Labor standards violations investigation/resolution
- < Child labor permits
- < Construction prevailing wage determinations



## Unemployment Insurance

This division collects taxes and pays unemployment benefits when due to workers. It seeks to facilitate a quick return to work for those who have become unemployed.

- < Benefit Call Centers
- < Benefit determination and payment
- < Disputed claims resolution and hearings
- < Tax collection
- < Overpayment collection
- < Fraud detection



## Vocational Rehabilitation

The division works in partnership with people with disabilities to individually pursue, obtain, and maintain employment suited to a person's abilities and interests and leading to independence, increased self-sufficiency, and full inclusion in society.

- < Individual skills assessments
- < Vocational counseling
- < Employment services
- < Rehabilitation services and training
- < Education of employers and public
- < Assistive technology and adapted workplaces
- < Self-employment assistance

## Worker's Compensation

This division ensures that workers who incur work-related injuries and illnesses receive appropriate benefits and promotes healthy, safe work environments.

- < Resolution of Disputed Injury Claims through information and legal hearings
- < Monitoring of Insurance Industry Performance in Payment of Claims
- < Authorization of self-insurance status for those employers who establish ability to pay projected claims
- < Enforcement of laws requiring employers to carry Worker's Compensation insurance
- < Recognition of safe businesses and practices

## Workforce Solutions

The division works in partnership with local agencies, education systems and the private sector to develop and maintain employment-focused programs that enable employers to hire and retain the workforce they need and that provide individuals and families with services that enable them to achieve financial well being as members of Wisconsin's workforce.

- < Administration of Job Center Network
- < Wisconsin Works (W-2)
- < Employment and training programs for at risk youth, persons with disabilities or in poverty, dislocated workers
- < Wisconsin Labor Exchange
- < Rapid Response to major layoffs and plant closings
- < Apprenticeship programs
- < Service to migrant laborers and enforcement of migrant labor laws
- < Refugee Services
- < Child care for working parents
- < Food stamp program
- < Child support enforcement





## Administrative Services

This division provides support to the department's divisions and partners.

- < Information technology, including KIDS and CARES
- < Fiscal and budget services
- < Facilities management
- < Procurement
- < Personnel services, including Affirmative Action compliance



The Department of Workforce Development is an equal opportunity employer.

For more information about our programs and services  
visit our website at <http://www.dwd.state.wi.us>

or

write to us at 201 E Washington Ave, Madison, WI 53702

or

contact us by calling 608-266-3131

SEC-12766-P (N.09/2001)